

means for communicating, using a common standardized message structure set, with at least one computer telephony application, said application including means for selecting one of said plurality of environments to communicate over;

a translation layer for translating messages from the standardized message structure set to the message structure set of at least said selected one environment selected by said application [one or more of (i) a plurality of PBXs; (ii) a plurality of network servers for a packet telephony network; (iii) a plurality of public switch telephone network (PSTN) switches; (iv) one or more additional telephony environments]; and

means for automatically configuring said server to select said message structure set of said selected one environment [actively selecting one of said telephony environments] upon receipt of a selection message of said one environment from said application. [applications programs; and

means for simultaneously transferring an incoming call to a user in communication with the server and providing caller related information to said user.]

6. A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the users account, and means for displaying such information on a computer screen, said personal computer further including means for selecting one of a plurality of telephony environments to communicate over;

a local area network arranged to effectuate communications between said

personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer, said server also being capable of communicating with a plurality of telephony environments [including a data network gatekeeper, a PBX, and a PSTN switch], said communications with said telephony environments utilizing different protocols and message sets, said server being automatically [manually or dynamically] configurable to select a protocol and message set of said selected one environment upon receipt of a selection message of said one environment from said personal computer [to communicate with the desired telephony environments].

8. A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set, with at least one computer telephony application, said application including means for selecting one of plural telephony environments to communicate over;

[means for dynamically configuring said server;]

a translation layer for translating messages from the standardized message structure set to the message structure set of any one of said plural telephony environments;